

# Parking Annual Report

## 2022 – 2023



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## Glossary

This glossary explains common abbreviations, acronyms, phrases and definitions of the technical terms used in this document.

Abbreviation, Acronym or Phrase	Description
<b>ANPR</b>	Automatic Number Plate Recognition. Cameras used for enforcing moving traffic and bus lane restrictions.
<b>BL</b>	Abbreviation used on PCNs for a Bus Lane restriction.
<b>CEO</b>	Civil Enforcement Officer. The legislative title of officers who enforce parking regulations. Formerly known as Parking Attendants or Traffic Wardens.
<b>CPZ</b>	Controlled Parking Zone. Areas which have local parking restrictions in place.
<b>Contravention</b>	A breach of regulations. Formerly referred to as an 'offence' when regulations were enforced by the police.
<b>Enforcement</b>	In this document enforcement activity by the Council covers that of parking and traffic controls.
<b>ETA</b>	Environment and Traffic Adjudication.
<b>j/w</b>	Abbreviation used for junction with on box junction PCNs.
<b>KPI</b>	Key performance indicator.
<b>London Councils</b>	London Councils is the cross-party organisation that represents the interests of the 32 London Boroughs and the City of London Corporation. It carries out statutory functions, such as setting the level of Penalty Charges for parking contraventions in London and is responsible for the parking adjudication service.
<b>London Tribunals</b>	The parking and traffic appeals service (formerly PATAS)
<b>LTN</b>	Low Traffic Neighbourhood
<b>MTC</b>	Abbreviation used on PCNs for a Moving Traffic Contravention restriction.
<b>On-Street</b>	Refers to restrictions and enforcement on the highways in Merton.
<b>Off-Street</b>	Refers to restrictions and enforcement in council run car parks.
<b>PCN</b>	Penalty charge notice.
<b>RingGo</b>	Software facility used in Merton for pay by phone cashless parking, and parking permits.
<b>TEC</b>	London Councils' Transport and Environment Committee.
<b>TfL</b>	Transport for London, one of the bodies the GLA and the Mayor of London is responsible for.
<b>TMA</b>	Traffic Management Act 2004
<b>BL</b>	Abbreviation used on PCNs for a Bus Lane restriction.

# Introduction and Background

This is the London Borough of Merton's Annual Parking and Enforcement Report for 2022 / 23.

The purpose of this report is to provide information on the following three key areas:

- **The services we provide.**
- **Parking performance and enforcement data.**
- **Financial accounts for this fiscal year.**

The report also meets a key requirement set out in the 2015 Statutory Guidance, issued under the Traffic Management Act 2004, which requires local authorities to produce and publish an annual report on parking enforcement activities.

**The Parking Services team is committed to providing a high-quality parking service and delivering a fair, consistent, and transparent approach to parking management and traffic enforcement.**

The team is responsible for:

- Parking operational policy and overall management.
- Management of parking enforcement, Penalty Charge Notice (PCN) processing, permit administration, and cashless parking.
- Management of car parks and on-street parking infrastructure.
- Managing the PCN appeals and representations process.
- Handling Member enquiries, complaints and Freedom of Information requests relating to Parking services.
- Securing PCN debt recovery through Merton's Enforcement Agents.

# Parking in Merton

## Overview

The London Borough of Merton was formed in 1965 and is an outer London Borough to the south-west of the capital with an area of approximately 14.7 square miles. The borough's five main town centres are Wimbledon (including the Village, the Broadway, and South Wimbledon), Mitcham, Morden, Raynes Park and Colliers Wood.

The enforcement of parking restrictions plays an essential role in maintaining the smooth flow of traffic throughout the borough, while CPZs help to reduce commuter parking which would otherwise impact on residents and local businesses. There are levers which can be used through how we facilitate these services, to encourage motorists to switch from more polluting vehicles, reduce the number of unnecessary vehicle journeys, and encourage more sustainable forms of transport.

A majority of Merton's roads are part of a CPZ where local parking restrictions apply. Restriction hours of operation vary from zone to zone, but the majority are in operation throughout the day, from Monday to either Friday or Saturday. In a small number of locations parking controls apply on Sundays due to higher demand for parking spaces due to local shopping and retail business opening hours.

**Information on Merton's CPZs and the hours of operation is available on the council's [CPZ maps and hours of operation | Merton Council](#) web page.**

In roads which are not part of a CPZ, most have national and London wide restrictions that apply at these locations, such as double yellow lines, dropped kerb restrictions and grass verge and pavement parking restrictions.

In addition to enforcement, Parking Services operates a permit system for the borough's many controlled parking zones, a cashless parking system for pay and display parking, both on-street and in council-run car parks, and an on-street parking suspension and dispensation service.

We are also responsible for the maintenance of pay and display machines, repainting of lines in CPZs, and maintenance of car parks.

The services we provide are publicly visible to residents, local businesses, and visitors to the borough. As such, it is essential that our services, particularly enforcement, are seen as fair, effective, and proportionate, in order to retain public confidence.

# Parking facilities

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## On-Street Parking

On-street parking is available across the Merton's many CPZs. Charges, bay type, and length of stay varies depending on the specifics of the location. Bay types include permit holder, pay and display only, shared use, disabled bays, and motorcycle bays.

**Information on the borough's parking bays is available on the council's [Parking bays | Merton Council](#) web page.**

Pay and display machines are located across the borough and at all on-street locations cashless parking is available via RingGo. See the [Pay by mobile phone for parking | Merton Council](#) web page for further details.

## Motorcycle parking

Merton has motorcycle parking bays at locations across the borough where motorcycles can park free of charge with no time limit.

In addition, motorcycles are permitted to park free of charge in the borough's permit bays, pay and display bays and shared use bays. Motorcycles must be parked at right angles to the kerb with the front or back wheel facing the kerb, so that other motorists can use the other available bay space.

Motorcycles are not permitted to park on the pavement.

**Information on the location of our motorcycle parking bays is available on the council's [Motorcycle parking | Merton Council](#) web page**

## Suspensions and Dispensations

Within a CPZ, parking bays may be suspended, or dispensation granted to park on a yellow line. This is to enable activities such as moving home or carrying out building works. Suspensions are also arranged for road or utility works to take place on the highway, or for construction works. A fee applies to suspensions and dispensations which includes a charge per day and an administration cost to cover the costs of preparing and displaying notices at the location.

Information on Parking Suspensions and Dispensations is available on the council's [Suspending parking bays and yellow lines | Merton Council](#) web page

## Off-Street Parking (Car Parks)

Merton currently operates 12 public car parks across the borough's town centres. Details of the operational hours and tariffs for each car park are available via the town centre links in the table below:

### Merton Town Centre Car Parks

Town Centre	Web link
Mitcham	<a href="#">Car parks in Mitcham   Merton Council</a>
Morden	<a href="#">Car parks in Morden   Merton Council</a>
Raynes park	<a href="#">Coombe Lane Car Park, Raynes Park   Merton Council</a>
Wimbledon	<a href="#">Car parks in Wimbledon   Merton Council</a>

## Park Mark

Park Mark accreditation is awarded for car parks which have a high standard of lighting, signage, cleanliness and surveillance. 12 of Merton Council's car parks have been awarded the Park Mark, which demonstrates how the council is committed to minimising crime and the fear of crime within its car parks.

Each site is regularly reassessed to ensure that it still meets standards. If the standard is met, the Park Mark accreditation is re-awarded for a further 1 or 2 year period.



# Parking Permits

## Resident Permits

Resident permits are available to eligible residents who live within one of the borough's CPZs. All residents applying for a permit are required to pass eligibility checks for proof of residency and of vehicle ownership or use. You may be asked to provide copies of documents as proof.

Resident permits are available for 6 month or 12 month periods. For multi-vehicle households, an additional cost applies for the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> resident permits purchased.

Resident permits for fully electric vehicles cost £20 per year. All diesel vehicles are subject to the diesel levy which is a £150 charge on top of the permit cost.

**Details of all permit costs are available on the council's**

**[Parking charges from January 2020 : Parking permits | Merton Council](#) web page.**

**Information on the diesel levy is available on the council's**

**[Diesel levy consultation | Merton Council](#) web page.**

Applying for a permit is an online process which includes the necessary eligibility checks and once completed and payment has been received, the resident is covered to park straight away. To apply, residents must first register with RingGo who are the providers of the council's permit software system.

Merton now operates a virtual e-permit system for resident permits and no longer issue physical paper resident permits. A patrolling CEO is able to check whether a vehicle has a valid e-permit via their enforcement devices, and so it is no longer necessary to display a resident permit in the vehicle windscreen.

## Visitors Permits

Eligible residents who live in a Controlled Parking Zone can purchase permits for their visitors in advance of the date required. Merton currently offers both visitor e-permit sessions via RingGo and visitor scratch card permits.

Each resident has a set allowance of 200 visitor permits per year, typically this consists of 50 full day and 100 half day permits, which can be purchased in a combination of daily scratch cards and/or visitor e-permits. A full day permit counts as two of the 200 permits allowed and a half day counts as one of the 200 permits allowed.

Residents must be registered with RingGo and have an account to apply for either format of visitor permits. Visitor e-permits are valid as soon as satisfactory proof of residency checks are completed and payment has been received.

Visitor scratch cards are also subject to proof of residency checks. They are sold in batches of 10 full day or half day permits. The scratch card permits are posted to the resident address and need to be displayed in the vehicle to be valid.

## **Annual Visitor Permits**

Eligible controlled parking zone residents can apply for an annual visitor permit. These are limited to one per household and as they are non-vehicle specific the diesel levy applies to the permit cost. Annual visitor permits are hard copy permits which need to be displayed to be valid.

## **Business Permits**

Business permits are available for a 6-month timeframe to businesses with premises located within a CPZ. Business permits are virtual e-permits so there is no requirement to display the permit in the vehicle windscreen.

A business permit is intended for use by the permit holder to enable them to park in permit bays during the restricted period and have access for regular use to undertake business related journeys.

For a business permit to be issued or renewed, as part of the application the company must include a business headed letter clearly stating why the permit is required in conjunction with the running of the business.

There is a maximum of 2 permits per business and each permit can hold one vehicle at a time. However, vehicle may be changed as many times as needed throughout the length of the permit, to cover other vehicles within the business. Once the business permit is authorised and set up the company have access to change the vehicle themselves via their RingGo permit account.

The diesel surcharge will apply to the permit cost if any of the vehicles registered are a diesel, irrespective of the duration the vehicle is used for.

## Trade Permits

A Trade Permit is intended for use by business owners who are based within a CPZ or tradespersons who are undertaking work on a property within a CPZ. Suitable proof is required which demonstrates eligibility.

Trade permits are available for 1 week, 1 month, 3 months, 6 months, or 12 months, depending on the permit applied for. Like business permits, trade permits are virtual e-permits.

## Other Permits

Merton offers several other permits including Carers Permits (for use by the carers of a resident in a CPZ who is either a Blue Badge Holder or has carers attend them every day), Teachers Permits, NHS Permits, and Essential User & Social Services permits for public sector workers who may need to park within a CPZ when carrying out official duties.

**Information on all permit types is available via the council's [Parking permits | Merton Council](#) web page.**

## Car Free Developments

Residents of properties have been designated as 'car free' are not eligible for parking permits. This is because the 'car free' status is a legal undertaking called a Section 106 Agreement, which forms part of the planning permission before the property is built.

A section 106 agreement recognises that a demand for permits for new developments would have a negative impact on the available parking resources for residents in properties pre-dating the completion of such developments. As such, owners / tenants / residents of the property are not entitled to purchase a parking permit for existing controlled parking restrictions nor for any that are subsequently introduced.

If a development / property is car free, it is set out in the legal documentation which potential owners / occupiers should have sight of / be advised of, through the appropriate letting agent or conveyancing solicitor.

## Car Park Season Tickets

Car park season tickets are available, and a discounted cost is available to those who live or work in Merton.

**Information on Car Park Season Tickets is available on the council's [Car park season tickets | Merton Council](#) web page.**

# Parking Enforcement

## Overview

A majority of the borough's various parking restrictions are enforced by Civil Enforcement Officers (CEOs) on foot. Merton manages enforcement of parking in-house.

**The purpose of parking enforcement is to encourage motorists to comply with parking restrictions. Parking enforcement is governed by strict legal requirements and Merton CEOs undertake parking enforcement action in accordance with [Merton's Parking Enforcement Policy](#) and the [Code of Practice on Civil Parking Enforcement | London Councils](#).**

CEOs have the power to issue Penalty Charge Notices (PCNs) to vehicles parked in contravention of restrictions. They issue PCNs at the scene by affixing it to the vehicle windscreen, or in some cases by handing it to the vehicle driver if they are present.

CEOs must follow strict protocols when carrying out parking enforcement duties as failure to do so would invalidate the PCNs they issue.

There are circumstances where a PCN is issued by post, including when enforcement is by camera, when a CEO was prevented by someone from serving it at the scene, or when the CEO has begun the PCN issuing process, but the vehicle was driven away before it could be served to the vehicle.

Our CEOs patrol the borough each day to enforce parking contraventions and are also deployed to locations in response to reports of parking offences.

# On-Street Parking Contraventions

## Controlled Parking Zones

Our CEOs patrol the borough's parking zones each day enforcing the various pay and display, permit and shared use bay restrictions.

## Disabled bays

Blue Badge holders are permitted to use the borough's disabled parking bays. The Blue Badge must be clearly and correctly displayed on the vehicle dashboard.

## Electric Charging Bays

Electric vehicle charging bays are available at various locations in Merton and may be used while the vehicle is charging. Vehicles parked in an electric charging bay when the vehicle is not charging are liable for a PCN.

**Information on charging your electric vehicle in Merton is available on the council's [Charging your electric vehicle | Merton Council](#) web page.**

## Yellow line restrictions

Yellow lines are located on parts of the highway where parked vehicles would cause a safety hazard, impair motorists' view or impact on the flow of traffic.

On single yellow line restrictions parking is prohibited at certain times of day and this varies depending on the location. There is signage in place at single yellow line restrictions which details the hours of operation.

Double yellow line restrictions apply 24 hours a day, seven days a week. They are a national restriction detailed in the Highway Code and as such do not require restriction signage.

On standard single and double yellow line restrictions, vehicles are permitted to park while loading/ unloading large or heavy items when the close proximity of a vehicle is a necessity for loading, or when picking up or dropping of passengers. For these reasons a CEO will carry out an observation period prior to beginning enforcement action.

Some yellow lines have additional waiting and loading restrictions in place at certain times, and these are indicated by yellow kerb stripes. Loading or unloading is not permitted at any time on yellow lines with double kerb stripes. Single kerb stripes mean that loading or unloading is not permitted at certain times as stated on nearby signage.

Waiting and loading restrictions are generally situated on busy roads and are operational during peak traffic times to prevent the traffic flow from becoming obstructed. If a vehicle parks on waiting and loading restrictions when they are in force, the contravention is instant, and the vehicle is liable for a PCN immediately. As such, for this kind of contravention the CEO does not have to apply any observation period and will issue a PCN straight away.

## Footway Parking

Footway (pavement) parking has been prohibited in Greater London since legislation was passed in 1974. The restrictions apply 24 hours a day seven days a week, and councils within London have the authority to issue PCNs for footway parking contraventions. The London-wide ban on pavement parking is detailed in Rule 244 of the Highway Code and as such signage for this restriction is not required. The legislation does, however, give local authorities the discretion to allow vehicles to park partially on the footway where it is necessary to prevent obstruction to the traffic flow.

In Merton, parking partially on the pavement is allowed in certain locations where there are currently no local parking restrictions in place, and it is necessary to prevent obstruction to the traffic flow and access for emergency services and public service vehicles. At most of these locations, motorists must leave a minimum gap of one metre on the pavement for wheelchair users and pedestrians to pass by without obstruction.

In Merton's CPZs, where there are local parking restrictions in place, pavement parking is only permitted where pavement parking bay markings and signage are installed.

**Information on Merton's Footway Parking Policy and the list of roads where partial pavement parking is allowed, or no pavement parking is allowed, is available on the council's [Parking and traffic enforcement policies : Parking on pavements | Merton Council](#) web page.**

## Grass Verge Parking

Parking or partial parking on grass verges is not allowed anywhere in Merton, due to the damage it causes and the cost to the council of repairing the damage. A contravention of Merton's grass verge parking restriction occurs if a vehicle is parked with any part of its wheels are touching a grass verge. The vehicle is liable for a PCN.

## **Dropped Kerb Restrictions**

A dropped kerb is where the level of the pavement has been lowered to meet the level of the road to enable pedestrian or vehicular access.

A dropped kerb parking contravention occurs if a vehicle is parked with any part of the wheels or body overhanging the flat section of the dropped kerb. This is a national restriction and is detailed in the Highway Code and as such does not require restriction signage.

CEOs can enforce contravention at pedestrian access dropped kerbs, such as at the corners of side roads, or where a kerb has been dropped to allowed access to a shared driveway during their patrols.

At residential dropped kerbs serving a single property, where there are no other restrictions in place such as yellow lines, our CEOs cannot take parking enforcement action until we have received a complaint from the resident at the time, informing us that they have not given permission for the vehicle to park there. This measure is in place to ensure that we do not inadvertently issue PCNs to vehicles connected with the household, such as those belonging to the residents or visitors who the resident has allowed to park there.

## **School Keep Clear Lines**

Legislation allows parking restrictions at bus stops and on school keep clear zig zag markings to be enforced by CCTV camera. Signage is in place at locations in Merton to alert motorists that CCTV enforcement is undertaken and to encourage compliance with local restrictions.

School keep clear lines are the yellow zig-zag lines outside of school entrances. They are there to improve road safety outside schools. Legislation permits the enforcement of parking on school keep clear markings to be carried out by CCTV cameras. Merton's School keep clear lines are monitored using a combination of CEOs, mobile CCTV enforcement vehicles and re-mountable CCTV cameras. Re-mountable CCTV Cameras are monitored remotely by a team of qualified officers via the back-office systems.

## **Off-Street Parking Contraventions**

Our CEOs patrol the borough's car parks each day enforcing the various pay and display, permit and bay restrictions.

## Other parking restrictions

The parking restrictions which have been detailed in the above section of the report, are those most commonly contravened. Information on all the parking restrictions Merton enforces are detailed in the council's Parking Enforcement Policy.

**Merton's Parking Enforcement Policy, is available on the council's [Parking and traffic enforcement policies : Overview | Merton Council](#) web page.**

## Enforcement of Blue Badge Fraud

The Blue Badge scheme is designed to give people with genuine disabilities easy access to shops, services, and town centres. Merton has a zero-tolerance approach to those who are fraudulently misusing the Blue Badge scheme.

Abuse or misuse of a Blue Badge includes the use of a lost or stolen badge, a counterfeit badge or using the badge of a deceased person, as well as the fraudulent use of Blue Badges when the badge-holder is not present.

If a Blue Badge is displayed in a vehicle the driver may be approached by one of our CEOs, undertaking Blue Badge inspections. They are authorised to ask to see the badge and carry out further inspection checks if necessary, such as if the Blue Badge holder is not with the vehicle at the time.

No further action will be taken if the officer is satisfied that the badge is being used correctly, but enforcement action will be taken if abuse or misuse is identified, and this can lead to prosecution.

**Information on Blue Badge misuse and enforcement is available on the council's [Blue Badge misuse and enforcement | Merton Council](#) web page.**

**Details of how Blue Badges can be used in Merton, is available on the council's [Blue Badge parking permits for disabled people | Merton Council](#) web page.**



## Traffic Enforcement Overview

Since May 2012 the London Borough of Merton has been enforcing moving traffic restrictions including no entry and one way street restrictions, banned left / right turns and yellow box junctions. Since 2016 Merton has used ANPR cameras to enforce the borough's moving traffic restrictions.

**The purpose of moving traffic enforcement is to encourage greater compliance with the restrictions. ANPR cameras are installed at locations where low compliance with the traffic restrictions has been identified. Through issuing Penalty Charge Notices to vehicles caught contravening the restrictions, motorist behaviour changes and a higher level of compliance with the restrictions is achieved.**

ANPR traffic enforcement cameras are set to cover a fixed point in the road where the traffic restriction is located. ANPR cameras do not continually film and only trigger during the restriction hours of operation if a vehicle passes the point in the road where the restrictions apply. The ANPR camera software then automatically captures approximately 20-30 seconds of footage of the vehicle contravening the restriction.

Unlike CCTV public safety surveillance cameras, ANPR cameras are not continually monitored by staff and cannot be remotely controlled to move and look elsewhere. They remain in the position they are placed in when they are installed, which is set to the fixed point in the road relevant to traffic enforcement restrictions.

For each case, the contravention footage captured by Merton's ANPR enforcement camera is reviewed by one of the CCTV Review Team, to establish whether a contravention has occurred. If the footage contains satisfactory evidence that a contravention of the restriction has taken place and that no exemptions to enforcement apply, the PCN is then issued by Royal Mail first class post to the registered keeper of the vehicle as provided to the council by the DVLA.

**ANPR enforcement is undertaken in line with the CCTV Code of Conduct. This is available on the [London Councils CCTV Enforcement](#) web page.**

**Merton's CCTV Enforcement Policy is available on the council's [Parking and traffic enforcement policies : Overview | Merton Council](#) web page.**

# Moving traffic contraventions

## Low traffic neighbourhoods

Low traffic neighbourhoods (LTNs) are residential areas, bordered by main roads where "through" motor vehicle traffic is discouraged or removed. The aim is to deter drive-through access by those trying to avoid the main roads and to make it harder or impossible to drive straight through from one main road to the next.

LTNs are achieved through a combination of narrowed access points, removable bollards or planters, street end closures, and banned movements such as 'no left/right turn' restrictions which are enforced by ANPR cameras. Every street is still accessible by vehicle so that residents can drive onto their street and get deliveries.

By deterring traffic from using residential streets as 'rat runs' to avoid congested main roads, the aim of LTNs is to make these streets safer, quieter environments with cleaner air, and also to encourage the health benefits of taking more journeys on foot and by bicycle.

**Information on Merton's LTNs is available on the council's [Low traffic neighbourhoods | Merton Council](#) web page.**

## School streets

School street schemes have been introduced across London as a measure to influence a change in driver behaviour and improve air quality and safety for the children, by reducing the volume of traffic around schools.

Funding was allocated to local authorities by Transport for London (TfL) and the Department for Transport (DfT) specifically for school street schemes.

Merton's school street restrictions have been in place since October 2020 when legal traffic signs were put in place at each school street detailing the restriction times. The signage is compliant with the Traffic Signs Regulations and General Directions (TRSGD) (2016) and is also included in the Highway Code.

School street signs are used across London and as with other moving contravention signs, motorists should be familiar with them and are obligated to abide by the restrictions accordingly.

If an unpermitted vehicle drives into a school street during the restricted times, as detailed on the signage at the location, the vehicle is in contravention of the restriction and is liable for a PCN. Merton's school streets restrictions are enforced by ANPR.

**Information on school street locations and their operational times is available on the council's [school streets \(school safety zone\) web page](#) web page.**

## **Yellow Box junctions**

Yellow box junctions are marked with clearly visible yellow crossed diagonal lines painted on the road. They are installed to address congestion and safety issues and to improve traffic flow where previously there were delays due to vehicles blocking the junction and impeding the traffic flow.

Motorists must not enter the box until the lane ahead is clear, this includes turning left over a yellow box junction. However, you may enter the box and wait when you want to turn right and are only stopped from doing so by oncoming traffic, or by other vehicles waiting to turn right.

## **Banned turns and manoeuvres**

Other traffic restrictions relating to banned turns and manoeuvres are also enforced in Merton using ANPR cameras. These include failing to drive in the direction shown by the arrow on a blue sign, using a route restricted to certain vehicles, performing a prohibited turn, and failing to comply with a no entry sign.

## Bus Lane Enforcement

Bus lane restrictions are referred to in rule 141 of the Highway Code and are in place on certain days and times to keep public transport routes free-flowing and clear of congestion. Bus lanes must be kept clear during the hours the restrictions are in force, and other vehicles are not permitted to enter them whether a bus is in the lane or not. Exemptions may apply to taxis, bicycles, and motorcycles.

A thick white line clearly marks the bus lane boundary, and a white arrow marking on the road surface indicates the point where the bus lane breaks or ends and where vehicles wishing to turn left are permitted to move over into the left-hand lane.

There is also an 'End of Bus Lane' sign at the point where the white boundary line ends, and motorists are not permitted to enter the left-hand lane until they have passed this sign.

CCTV enforcement of the bus lane restrictions and issuing PCNs when contraventions occur generally encourage motorists to comply with the restrictions in future and keep the bus lanes clear when the regulations are in force.

Merton has undertaken bus lane enforcement since 2004 via static CCTV cameras which were monitored manually by officers. In June 2016, ANPR cameras were introduced at various locations across the borough to enforce moving traffic contraventions including bus lane contraventions.

Motorists who do not observe the bus lane restrictions are in contravention of the bus lane restrictions and are liable for a PCN. As with other traffic enforcement, PCNs are issued to encourage greater compliance with the restrictions which contributes to reducing congestion and keeping traffic free flowing.

**The free movement of buses across the borough's public transport routes and enabling faster bus journey times is of particular importance at a time when the council is encouraging more sustainable forms of transport.**

## PCN Representations and Appeals

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Merton seeks to provide a transparent and fair parking enforcement service. Motorists who feel that they have been unfairly issued with a PCN may contest the charge under the provisions made under the statutory PCN process. In line with the statutory process, all representations must be made in writing.

Parking Services has a dedicated team of officers who review PCN representations and apply a fair and consistent approach, considering and reviewing each case on its own merits.

Merton has an on-line system through which customers can view specific details about their PCN, view images or CCTV footage of the contravention, submit a challenge or representation and make payments. This provides access to sufficient information to enable motorists to make an informed decision about whether to appeal their PCN.

Should a motorist remain unhappy with our final decision, they may make an appeal to the independent appeals service, the Environment and Traffic Adjudicators, who will make an impartial decision based upon the merits of the case in question.

**Information on appealing a PCN is available on the council's [How to appeal against a parking PCN | Merton Council](#) web page.**

## Enforcement Data

### On-Street Parking Contraventions

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the on-street contraventions we enforced during the financial year 2022-23.

The table details the full penalty charge amount for each contravention. However, please note that a 50% discount applies if the PCN paid within 14 days from date it is served.

#### On-Street PCNs, Payments and Appeals - Totals 2022-23

Contravention Code	Contravention Description	Charge Amount	PCNs issued	Payment Received	Appeals Received	Appeals Successful
01	Parked in a restricted street during prescribed hours	£130	10,720	£655,920	958	267
02	Parked or loading/unloading in a restricted street where waiting and loading/unloading restrictions are in force	£130	6,888	£481,659	585	90
05	Parked after the expiry of paid for time at a pay and display bay	£80	1,240	£50,118	51	17
06	Parked without clearly displaying a valid pay and display ticket	£80	9,636	£362,109	603	194
11	Parked without payment of the parking charge	£80	1,398	£49,765	86	39
12	Parked in a residents or shared use parking place without clearly displaying a permit or pay and display ticket issued for that location	£130	24,086	£1,387,135	2,002	718
14	Parked in an electric vehicles' charging place during restricted hours without charging	£130	368	£26,236	27	2
16	Parked in a permit space without displaying a valid permit	£130	350	£28,710	57	28

19	Parked in a residents or shared use parking place displaying an invalid permit, invalid voucher or an invalid pay and display ticket	£80	1,199	£44,671	103	55
21	Parked in a suspended bay/space or part of bay/space	£130	866	£49,570	91	43
23	Parked in a parking place or area not designated for that class of vehicle	£130	114	£6,500	11	6
24	Not parked correctly within the markings of the bay or space	£80	1,156	£52,780	66	5
25	Parked in a loading place during restricted hours without loading	£130	1,108	£68,785	133	60
26	Vehicle parked more than 50cm from the edge of the carriageway and not within a designated parking space	£130	42	£2,999	9	1
27	Parked adjacent to a dropped footway	£130	784	£50,103	80	22
30	Parked for longer than permitted	£80	134	£5,763	5	1
40	Parked in a designated disabled person's parking place without clearly displaying a valid disabled person's badge	£130	948	£49,250	113	30
45	Parked on a taxi rank	£130	30	£1,950	3	
47	Stopped on a restricted bus stop/stand	£130	149	£10,158	8	
48	Stopped in a restricted area outside a school	£130	204	£12,725	38	2
49	Parked wholly or partly on a cycle track	£130	3	£325		
55	A commercial vehicle parked in a restricted street in contravention of the Overnight Waiting Ban	£130	2	£195		

61	A heavy commercial vehicle wholly or partly parked on a footway, verge or land between two carriageways	£130	18	£1,244	1	
62	Parked with one or more wheels on any part of an urban road other than a carriageway (footway parking)	£130	1,542	£97,640	162	49
99	Stopped on a pedestrian crossing and/or crossing area marked by zig-zags	£130	322	£22,071	20	3

## Off-Street Parking Contraventions

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the off-street contraventions we enforced during the financial year 2022-23.

The table details the full penalty charge amount for each contravention. However, please note that a 50% discount applies if the PCN paid within 14 days from date it is served.

### Off-Street PCNs, Payments and Appeals - Totals 2022-23

Contravention Code	Contravention Description	Charge Amount	PCNs issued	Payment Received	Appeals Received	Appeals Successful
81	Parked in a restricted area in a car park	£130	1	£130	1	1
82	Parked after the expiry of time paid for in a pay and display car park	£80	1,123	£44,344	45	13
83	Parked in a pay and display car park without clearly displaying a valid pay and display ticket	£80	14,133	£471,234	869	356
84	Parked with additional payment made to extend the stay beyond the first time purchased	£80	3	£80		
85	Parked in a permit bay without clearly	£130	75	£3,829	4	1



	displaying a valid permit					
86	Parked beyond the bay markings	£80	1,115	£45,299	69	19
87	Parked in a disabled person's parking space without clearly displaying a valid disabled person's badge	£130	264	£14,505	22	9
91	Parked in an area not designated for that class of vehicle	£130	19	£1,179		
92	Parked causing an obstruction	£130	82	£5,469	8	1

## PCNs by Car Park Location

The table below shows the total amount of off-street PCNs issued and payment received by car park location during the financial year 2022-23. The table also details how many of the PCNs issued were specifically for contraventions of car park disabled bays.

### Car Park PCNs issued 2022-23

Car Park	Total PCNs Issued	Payment Received	Disabled Bay PCNs
Abbey Recreation Ground Car Park	26	£1,200	
Broadway Car Park	1,819	£61,870	37
Coombe Lane Car Park	2,542	£96,108	35
Hartfield Road Car Park	6,030	£203,103	103
Haydons Road Car Park	49	£2,120	
Kenley Road Car Park	555	£21,701	12
Morden Park Car Park	1,053	£37,877	21
Peel House Lower Level Short Stay Car Park	1,186	£46,246	13
Peel House Upper Level Car Park	16	£950	
Queens Road Car Park	384	£15,327	2
Raleigh Gardens Car Park	258	£9,278	1

Sibthorp Road Car Park	150	£6,754	4
St. Georges Road Car Park	1,319	£44,510	25
St. Marks Road Car Park	56	£2,390	1
Tamworth Recreation Ground Car Park	58	£1,978	
Wimbledon Park/Revelstoke Road Car Park	315	£12,131	1
York Close Car Park	1,000	£31,848	9

## Moving Traffic Contraventions

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the moving traffic contraventions we enforced during the financial year 2022-23.

The table details the full penalty charge amount for each contravention. However, please note that a 50% discount applies if the PCN paid within 14 days from date it is served.

### Moving Traffic Contravention PCNs, Payments and Appeals - Totals 2022-23

Contravention Code	Contravention Description	Charge Amount	PCNs issued	Payment Received	Appeals Received	Appeals Successful
31	Entering and stopping in a box junction when prohibited	£130		£562,020	1,535	89
32	Failing to drive in the direction shown by the arrow on a blue sign	£130	180	£11,913	27	4
33	Using a route restricted to certain vehicles	£130	1,899	£126,646	368	40
34	Being in a bus lane	£130	6,663	£369,841	1,179	200
50	Performing a prohibited turn	£130	10,506	£699,743	1,801	118
51	Failing to comply with a no entry sign	£130	1,236	£87,757	180	16
52	Failing to comply with a sign indicating a prohibition on certain types of vehicles	£130	4,155	£164,219	703	219
53	Failing to comply with a restriction on vehicles entering a pedestrian zone	£130	37,794	£2,129,702	9,233	2,706

## Low Traffic Neighbour (LTN) Contraventions by Location

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the LTN locations we enforced during the financial year 2022-23.

### Low Traffic Neighbourhood PCNs, Payments and Appeals - Totals 2022-23

Location	PCNs issued	Payment Received	Appeals Received	Appeals Successful
MTC - Botsford Road (No Right Turn into Whatley Avenue)	634	£41,683	109	14
MTC - Commonsides East (Near Spencer Road)	237	£12,265	41	12
MTC - Links Road (Near Hailsham Road)	2,087	£86,088	312	82
MTC - Sandy Lane (Near Fernlea Road)	1,226	£53,350	223	80
MTC - Seely Road (Near Hailsham Road)	609	£12,711	129	47

## School Street Contraventions by Location

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the School Street locations we enforced during the financial year 2022-23.

### School Street PCNs, Payments and Appeals - Totals 2022-23

Location	PCNs issued	Payment Received	Appeals Received	Appeals Successful
MTC - Abbotts Road (Safety Zone)	242	£9,110	54	24
MTC - Aragon Road (Safety Zone)	1,290	£64,929	414	181
MTC - Ashridge Way (Safety Zone)	1,763	£107,709	449	115
MTC - Beecholme Avenue (Safety Zone)	278	£12,597	88	47
MTC - Benedict Road (Safety Zone)	100	£4,225	27	10
MTC - Cambridge Road (Safety Zone)	4,784	£315,056	998	254
MTC - Castleton Road (Safety Zone)	144	£5,476	30	14
MTC - Chilmark Road (Safety Zone)	398	£19,794	119	51
MTC - Church Lane (Safety Zone)	176	£10,949	53	14
MTC - Commonsides East (Safety Zone)	1,081	£54,817	300	112
MTC - Cottenham Park Road (Safety Zone)	6	£325	3	2
MTC - Cricket Green (Safety Zone)	1,359	£58,236	468	280
MTC - Deburgh Road (Safety Zone)	430	£22,078	119	34
MTC - Dryden Road (Safety Zone)	537	£23,405	134	55
MTC - Effra Road (Safety Zone)	656	£38,770	149	35
MTC - Erridge Road (Safety Zone)	276	£18,236	57	14
MTC - Faraday Road (Safety Zone)	33	£2,275	11	

MTC - Frinton Road (Safety Zone)	277	£11,657	64	21
MTC - Garfield Road (Safety Zone)	606	£36,054	165	46
MTC - Gunton Road (Safety Zone)	404	£20,675	99	25
MTC - Hadley Road (Safety Zone)	271	£9,721	114	82
MTC - Hanover Road (Safety Zone)	259	£16,510	61	14
MTC - Hassocks Road (Safety Zone)	2,170	£117,784	513	144
MTC - Havana Road (Safety Zone)	1,280	£72,566	344	74
MTC - Ivy Gardens (Safety Zone)	589	£30,659	104	25
MTC - Keswick Avenue (Safety Zone)	166	£9,849	41	11
MTC - Lake Road (School Safety Zone)	2,971	£191,127	717	152
MTC - Lucien Road (Safety Zone)	55	£2,925	16	1
MTC - Malmesbury Road (Safety Zone)	599	£28,569	108	43
MTC - Monkleigh Road (Safety Zone)	3,956	£213,408	833	169
MTC - Montacute Road (Safety Zone)	743	£38,758	255	78
MTC - Newminster Road (Safety Zone)	518	£27,500	116	37
MTC - Poplar Road South (Safety Zone)	1,418	£85,380	331	90
MTC - Recreation Way (Safety Zone)	374	£11,969	142	90
MTC - Russell Road (Safety Zone)	2,198	£144,887	493	52
MTC - Sandy Lane (Safety Zone)	298	£13,147	106	57
MTC - Shaldon Drive (Safety Zone)	1	£65		
MTC - South Gardens (Safety Zone)	825	£47,750	214	51
MTC - Southey Road (Safety Zone)	1,489	£102,627	325	44
MTC - St Marks Road (Safety Zone)	1,919	£117,374	388	71
MTC - Stratton Road (Safety Zone)	238	£14,354	59	22
MTC - Watery Lane (Safety Zone)	481	£22,793	110	46
MTC - Woodland Way (Safety Zone)	131	£8,365	40	17

## Box Junction Contraventions by Location

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the Box Junction locations we enforced during the financial year 2022-23.

### Box Junction PCNs, Payments and Appeals - Totals 2022-23

Location	PCNs issued	Payment Received	Appeals Received	Appeals Successful
MTC- Haydons Road j/w Cromwell Road (box junction)	1,584	£110,510	334	20
MTC- Haydons Road j/w Haydon Park Road (box junction)	192	£13,109	40	2
MTC- Kingston Rd j/w Montague Road	275	£20,092	49	1
MTC- Kingston Road- j/w Dorset Road	828	£57,909	136	2
MTC- London Road j/w Bond Road	138	£10,315	28	
MTC- London Road j/w Broadway Gardens	679	£45,911	117	12
MTC- London Road/Armfield Crescent (Box Junction)	186	£13,283	28	
MTC- Morden Road (Opposite The Path)	347	£23,696	58	5
MTC- Morden Road j/w Milner Road (Box Junction)	1,221	£83,145	223	16
MTC- Raleigh Gardens (jct w/ Glebe Court) - Box Junction	750	£51,028	156	11
MTC- Streatham Road j/w Graham Road	455	£31,819	84	2
MTC- Western Road j/w Bond Road	253	£16,108	52	2
MTC-Coombe Lane/Raynes Park Bridge	92	£7,753	27	3
MTC-Cricket Green j/w Bramcote Avenue	383	£26,740	71	2
MTC-Grand Drive jw Church Walk	416	£28,096	67	6
MTC-Grand Drive jw Coppice Close	401	£28,848	58	5
MTC-London Road j/w Lavender Avenue (Box Junction)	37	£2,405	7	

## Bus Lane Contraventions by Location

The table below shows the total amount of PCNs issued, payment received, and appeals received for each of the Bus Lane locations we enforced during the financial year 2022-23.

### Bus Lane PCNs, Payments and Appeals - Totals 2022-23

Location	PCNs issued	Payment Received	Appeals Received	Appeals Successful
BL Hartfield Road (between Graham Rd & Beulah Rd)	326	£22,488	89	5
BL Hartfield Road (between Herbert Rd & Graham Rd)	190	£12,563	36	5
BL Hartfield Road, Hartfield Crescent -Wimbledon BDG	638	£42,647	143	19

BL London Rd Mitcham, Opposite Bond Rd -ST. Marks Rd.	444	£23,609	91	37
BL London Road Mitcham - Opposite Langdale Ave	1	£0		
BL London road Mitcham, Adj Figges Marsh	1,074	£49,431	178	60
BL The Broadway Wimbledon -Queens Rd	126	£7,800	34	4
BL Upper Green East, Mitcham -	3,397	£190,504	499	60
BL Worple Road (jct w/Wimbledon Hill Rd)	39	£2,210	7	1
BL-Wimbledon Hill Rd SW19	428	£27,141	102	9

## Environment and Traffic Adjudicators Data

### Parking and Traffic Appeals

The table below shows the volume of appeals received by ETA in relation to PCNs issued by Merton, and how many were allowed or refused.

The total appeals received for London's 32 London Boroughs and the City of London Corporation, and the appeal outcomes are also provided to give contextual comparison.

#### Environment and Traffic Adjudicator Appeals 2022-23

PCN Type	Appeals received	Total decisions	Appeals allowed	Of which not contested	Appeals refused
Parking	328	280	139	90	127
Bus Lane	35	27	10	9	14
Moving Traffic	353	299	110	56	181
<b>Merton's Total</b>	<b>716</b>	<b>606</b>	<b>259</b>	<b>155</b>	<b>322</b>
<b>London Totals</b>	<b>43,879</b>	<b>34,578</b>	<b>14,757</b>	<b>7,830</b>	<b>18,008</b>

The table below shows the volume and percentage of successful appeals against Merton PCNs in relation to the volume of PCNs issued. The same information is provided for London's 32 London Boroughs and the City of London Corporation to give contextual comparison.

#### Environment and Traffic Adjudicators (ETA) - Parking and Traffic Appeals 2022-23

	Total decisions	Appeals allowed	Of which not contested	Total PCNs	Decisions as a % of PCNs	Appeals allowed as a % of PCNs	Do Not Contest as a % of PCNs
<b>Merton's Total</b>	606	259	155	150,798	0.40%	0.17%	0.10%
<b>London Totals</b>	34,578	14,757	7,830	7,599,875	0.45%	0.19%	0.10%

### London Tribunals Reports

Annual reports by the Chief Parking Adjudicator and appeal statistics are available on the London Tribunals [Annual reports and appeal statistics | London Tribunals](#) web page.

## Permit and Season Ticket Data

The table below details the total amount of each parking permit type issued during the 2022-23 financial year.

### Permits Issued in 2022-23

Permit Type	Total Permits Issued
Resident Permit	22,652
Visitor Scratch cards	7,508
Visitor E-Permits	148,509
Annual Visitor Permit	1,067
Business Permits	510
Trade permits	460
Carer Permits	771
Teachers Permits	335
NHS Permits	250
Essential User Permits	591
Merton Social Services Permits	157

The table below details the total amount of car park season tickets issued during the 2022-23 financial year.

### Car Park Season Tickets issued in 2022-23

Town Centre	Total Issued
Mitcham	46
Morden	160
Wimbledon	187

The table below details the total amount of bay suspensions and yellow line dispensations facilitated during 2022-23 financial year.

### Suspensions and Dispensations carried out in 2022-23



Suspension Type	Total
Bay Suspension	2,055
Yellow Line Waivers	377



# Financial Information and Parking Account

The Local Government Transparency Code 2014 requires local authorities to publish certain data and part of this requirement is to publish annual information on the council's parking account. We are required to provide a breakdown of the income and expenditure from on-street and off-street parking and Penalty Charge Notices, and how surplus on the account has been or will be spent.

## Parking Account for 2022-23

<b>LONDON BOROUGH OF MERTON INCOME &amp; EXPENDITURE ACCOUNT</b>					
<b>Consolidated Parking Account 2022/23</b>			<b>Detailed Parking Account 2022/23</b>		
<u>2021/22</u>		<u>2022/23</u>	<u>Parking</u>	<u>Bus Lanes</u>	<u>Moving Traffic Violations</u>
£		£	£	£	£
	<b><u>INCOME</u></b>				
(7,811,518)	Penalty Charge Notices	(8,582,010)	(4,266,397)	(406,861)	(3,908,752)
(4,548,638)	Parking Permits	(4,480,626)	(4,480,626)	0	0
(4,250,218)	On-Street Parking Charges	(4,455,396)	(4,455,396)	0	0
<b>(16,610,374)</b>	<b>TOTAL INCOME</b>	<b>(17,518,032)</b>	<b>(13,202,419)</b>	<b>(406,861)</b>	<b>(3,908,752)</b>
	<b><u>EXPENDITURE</u></b>				
2,780,769	On-Street Parking	3,437,411	1,708,849	162,963	1,565,599
154,108	Parking Management & Planning	180,181	180,181	0	0
3,001,591	Parking Enforcement	3,459,044	1,719,603	163,989	1,575,452
10,673,906	Contribution to Memorandum Items	10,441,397	9,593,786	79,910	767,701
<b>16,610,374</b>	<b>TOTAL EXPENDITURE</b>	<b>17,518,032</b>	<b>13,202,419</b>	<b>406,861</b>	<b>3,908,752</b>
<b>0</b>	<b>Control Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
	<b><u>MEMORANDUM ITEMS</u></b>				
	Total Expenditure on:				
7,756,714	Concessionary fares	5,127,111			
2,083,310	Carriageway & Footway Maintenance	8,821,830			
3,124,873	Maintenance	2,926,437			
	<b>In addition, the Council receives income from car parks, including season ticket sales, which lies outside of the statutory Parking Account.</b>				
	<b><u>CAR PARK INCOME &amp; EXPENDITURE 2022/23</u></b>				
	Total expenditure	769,275			
	Total Income	2,057,370			
	Surplus	1,288,095			
		31 October 2023			
	..... Calvin Mclean Assistant Director - Public Protection	Date			
					

# Parking Customer Relations

## Customer Relations Correspondence

The Parking Customer Relations Team manages, investigates, and responds to formal correspondence in line with the council's corporate policies, procedures, and response timescales.

This includes formal complaints and Member enquiries under the corporate policy, and requests made under the Freedom of Information Act 2000 / Environmental Information Regulations 2004.

Merton has a two stage complaints policy which is managed by the council's central Complaints Team.

Ward Councillors and MPs (also referred to as Members) may make enquiries on behalf of their constituents.

The response timeframes Merton Council works to are as follows:

Correspondence Type	Response Timeframe
Informal Correspondence and Enquiries	15 working days (corporate)
Formal Complaints Stage 1	20 working days (corporate)
Formal Complaints Stage 2	25 working days (corporate)
Freedom of Information / EIA requests	20 working days (statutory)
Member Enquiries	10 working days (corporate)

**Merton's complaints policy is available on the council's [Complaints, compliments and comments : Overview | Merton Council](#) web page.**

**Details on how to request information is available on the council's [Make a Freedom of Information request | Merton Council](#) web page.**

## Customer Relations Performance Data

Merton's corporate performance target is to respond to 90% of formal correspondence within the specified response timescale.

The table below shows the volume of each corporately monitored correspondence type received by Parking Services during 2022-23, and the percentage responded to on time.

### Formal Correspondence and Response Times 2022-23

	Stage 1 Complaints	Freedom of Information Requests	Member Enquiries
Total Received	60	116	396
Responded to on Time	56	113	374
Responded to Late	4	3	22
<b>Percentage on Time</b>	<b>93%</b>	<b>94%</b>	<b>97%</b>